

**Paper reference 20161K**  
**Pearson BTEC**  
**Level 3**  
**Nationals Extended Diploma**

**INFORMATION TECHNOLOGY**  
**UNIT 14: IT SERVICE DELIVERY**

**(Part A)**

**THIS BOOK SHOULD NOT  
BE RETURNED TO PEARSON.**

**X71613A**

**YOU MUST HAVE**

**Nil.**

**YOU WILL BE GIVEN**

**Nil.**

**You do not need any other materials.**

## **INSTRUCTIONS**

- **Part A** contains material for the completion of the preparatory work for **Part B**.

**There are no marks awarded for Part A.**

- **Part A** must be taken over a maximum of 3 hours across a period of 2 weeks.
- **Part A** should be given to learners 2 weeks before taking **Part B** of the assessment, so that learners can start the preparatory period in advance of the supervised assessment period.
- **Part A** is specific to each series and this material must be issued only to learners who have been entered to take the task in that series.

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**INSTRUCTIONS continued**

- **Part B** materials for the set task will be issued before the start of the supervised assessment period according to the guidance in the specification.
  - This booklet should not be returned to Pearson.
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**INSTRUCTIONS TO TEACHERS / TUTORs** is on the next page

## **INSTRUCTIONS TO TEACHERS / TUTORS**

This paper must be read in conjunction with the unit information in the specification and the **BTEC Nationals Instructions for Conducting External Assessments (ICEA)** document.

See the Pearson website for details.

Refer carefully to the instructions in this task booklet and the **BTEC Nationals Instructions for Conducting External Assessments (ICEA)** document to ensure that the assessment is supervised correctly.

This set task has a preparatory period. **Part A** sets out how learners should prepare for the completion of the **Part B** task under supervised conditions.

**Part A** should be issued to learners 2 weeks before taking **Part B** of the assessment.

Learners will be expected to conduct preparatory research and can take up to two sides of individually prepared hard copy A4 research notes into **Part B** of the set task.

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**INSTRUCTIONS TO TEACHERS continued**

Research is expected to be carried out over a maximum of 3 hours and access to the Internet is expected.

There are no marks awarded for **Part A**.

Centres must issue this booklet at the appropriate time and advise learners of the timetabled sessions during which they can prepare. It is expected that scheduled lessons or other timetable slots will be used for some or all of the preparation.

There is no requirement for supervision during this period.

**Part B** must be completed under supervision.

Centres are free to arrange the supervised assessment period how they wish, provided the 8 hours for producing final outcomes are under the level of supervision specified, and in accordance with the conduct procedures.

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## **INSTRUCTIONS TO TEACHERS continued**

**Teachers / tutors should note that:**

- **learners should not be given any direct guidance**
- **learners should not be given any support in writing or editing notes**
- **all work must be completed independently by the learner.**

**Learner notes must be retained securely by the centre after Part A and returned to learners at the start of Part B.**

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**INSTRUCTIONS FOR LEARNERS is on the next page**

## **INSTRUCTIONS FOR LEARNERS**

**Read the set task brief carefully.**

**This is Part A of the set task and gives information you need to use to prepare for Part B of the set task.**

**You will need to do your own research over the next 2 weeks.**

**You can take a maximum of two sides of individually prepared hard copy A4 research notes into Part B of the set task.**

**You will complete Part B under supervised conditions, without access to the Internet.**

**You must work independently and must not share your work with other learners.**

**Your teacher / tutor may give guidance on when you can complete the research.**

**Your teacher / tutor cannot give you feedback during the research.**

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**SET TASK BRIEF is on the next page**

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## **SET TASK BRIEF**

**Warrington Boats is a boat hire company based on the Manchester Ship Canal. The company is a small family business that offers boats for hire for canal cruises and holidays. It also hires some static boats for canal – based accommodation.**

**The company owns a marina where the boats are based. It also has workshops, storage facilities and offices at the marina.**

**The company employs 23 members of staff. Some of the staff work part – time.**

**There is a full – time office manager.**

**There are part – time administration assistants who deal with the general administration of the company, including financial administration, as well as the bookings for boats.**

**The office manager is responsible for staff work rotas for all staff in the company. The staff may obtain their work rota from one of the administration assistants.**

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**SET TASK BRIEF continued**

The workshop manager is responsible for the marina compound, overseeing maintenance activities, the workshops and storage facilities as well as having overall responsibility for health and safety in the company.

There are maintenance staff who perform a variety of duties in relation to maintaining the marina and the boats. Preparation staff prepare the boats for rental.

The company has a website that provides information about the boats that can be hired. It has an online booking form that can be sent to the company to request a booking. The website is hosted by a web hosting service provider.

Warrington Boats is not a real company, but is meant to be representative of this type of boat hire company in the hospitality and tourism sector that you might want to investigate as part of your research.

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**Part A SET TASK is on the next page**

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## **Part A SET TASK**

**You are advised to spend a maximum of 3 hours doing your research.**

**You will research the IT service delivery requirements that are relevant to the hospitality and tourism sector.**

**You should research similar organisations of this size and type in the hospitality and tourism sector and you should consider:**

- **hardware requirements**
- **software requirements**
- **data and information requirements**
- **relevant IT legislation.**

**Specifically, for future developments, you may want to investigate the IT service delivery requirements of:**

- **an updated website to include online boat bookings with real – time availability**
- **GPS tracking for the location of boats**
- **a staff rota management system that provides access to rotas for staff using their own mobile devices.**

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**Part A SET TASK continued**

In **Part B** you will design and plan the IT service delivery solution for Warrington Boats in relation to the IT service delivery life cycle. You will be able to take two sides of individually prepared hard copy A4 research notes into **Part B** of the set task.

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**END OF PAPER**

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